



Millvale House  
M I R A M A R

# Our Home

## Warmest greetings from Millvale House Miramar

Warm greetings from all of us here at Millvale House Miramar.

Nearly half of the year has passed and we would like to thank you all for your continuing support and trust in us. We would also like to extend a special welcome to our new residents and their families and friends.

In April, a small 'focus group' convened to discuss ideas on how to better support residents. The goal of the focus group was to brainstorm creative solutions that could be implemented to improve the lives of our residents. We'd like to express our sincere appreciation to all of the families who attended our focus group. Your time, effort and support are greatly valued and we hope you found the experience rewarding. Please do remember that we warmly encourage you to pop in and share any suggestions or concerns with us at any time.

Our activity programme continues to be popular among residents, with some choosing to attend their favourite activities only, and many joining in whatever happens to be underway at the time. As always, homely activities play a very important part in our daily lives. These simple, familiar activities include baking, gardening, helping fold the towels, helping clear the dishes and wiping the benches after meals. It is wonderful to see the enjoyment and sense of purpose residents gain from taking part in the daily activities of family life here in Millvale.

We have regular visits from our volunteers; the Whakaahuru singers, who perform for us once a month; and Saturday morning musical entertainment by our lovely pianist. It is wonderful to listen to timeless classic songs.

Over the last few months, we have had many reasons for celebration and remembrance, with Waitangi Day, St Patrick's Day, Easter, Anzac Day and



Mothers' Day. Marking these traditional occasions is important for all of our residents.

Over the past few months we have been sorry to say farewell to some of our staff, our Clinical Manager, Eden. Arrah Bagtang, our Regional Clinical Manager, is providing onsite assistance and support to our nursing team while we await the appointment of a new Clinical Manager.

It is a great pleasure to welcome a number of highly qualified and experienced new staff members to our team, many of whom have come to join us from across the world. It is wonderful to know that they have chosen to join us here at Millvale and start a new life for themselves and their families here in New Zealand. We have also had a number of new residents join our Millvale family, and we are very proud and happy to see our new staff caring for our residents with such passion and dedication.

As always, we have a strong focus on the professional development of our staff team. In recent months this has included a session on our Vision and Values with our Director Andrew Sheard; Chemical Safety training facilitated by Kemsol; and Cultural Awareness and Diversity, Infection Control and Advocacy and Code of Rights sessions facilitated by Simon Hamley, our Education Coordinator.

Our winter menu is now in use, and we are enjoying the winter months with many exciting events planned. Thanks to everyone that attended our Mid-winter Family Gathering. We enjoyed spending the afternoon with you and your loved ones.

In closing, we would like to thank you for entrusting your loved one to our care. It is a pleasure and a privilege to have you as part of our Millvale family.

We do things differently, and it works.

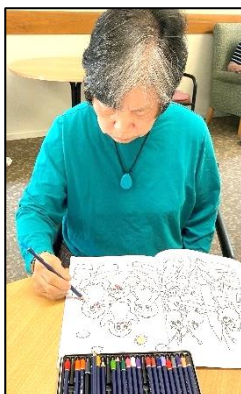
June 2023



*ANZAC day is honoured by our residents each year*



*Jenga can be enjoyed alone or with a friend*



*Relaxing, concentrating and expressing creativity through colouring*

## Greetings from Andrew Sheard

I'm enjoying the crisp wintry days as I go around our homes at the moment. The cool weather makes the hearty lunchtime soup on our winter menu smell all the better. Please do join your loved one for a meal or even just a cup of tea when you come in to visit.

We have run focus groups at several of our homes over the past month or so. These sessions are great for providing us with some feedback on what we are doing well and what we can improve on. This is something we did regularly before COVID-19 so it is great to have these sessions back up and running.

Involving residents and their whānau in care is a priority for us. The conversations we have guide us in the development of policies, the delivery of care and the monitoring of care. Family are our partners in care and we value your input very much.

We have received some great feedback and very useful suggestions so thank you to everyone who has been involved in these groups.

Do take care of yourself over winter. The early mornings are darker now and it is getting dark in the late afternoon. It is a time to quieten, to take note of the beauty that surrounds us. It is everywhere.

When I am outside at night I like to look at the moon and the stars. In the first light of day I am amazed to see some jonquils already. Going outside, noticing the ever-changing landscape outside changes the way I feel in a positive way.

Ngā manaakitanga

Andrew Sheard



*Helping out by folding freshly laundered towels*

# Celebrating our wonderful nurses

## Magic Moments from our homes

I was on my rounds when I saw N sitting alone in her room, I asked her if she needed help. She asked me if I could help her go to bed. I assisted her and tucked her into bed. She then asked me: "Can I give you a kiss?" She kissed my cheek and whispered "Thank you for helping me my dear."

One of our residents turned 92 in April. The staff had decorated the lounge for her birthday with purple balloons, which we knew was her favourite colour. She told her son that the staff had read her mind. She was so happy to see the purple balloons everywhere.

One resident wears a very pretty necklace when her husband visits. I complimented her in front of him about it and she blushed. It was a moving moment between them. I loved being part of this.

When I returned from a couple of days off over the holidays, J instantly recognized my voice and started to get very animated hearing me talk to her. Although she no longer talks, her eyes spoke volumes.

One of our residents in the lounge was really restless and upset. Then A came up to her and patted her head and sat beside her. She then held the resident's hand and massaged it while she sang to her.

A staff member assisted a resident who was feeling cold, fetching a blanket and making him comfortable. He thanked her and said: "You must be an angel. What kind of angel are you? Come and tell me something about yourself."

All around the world, 12th May is the day we celebrate our dedicated and hardworking Registered Nurses. They work hard, guide, supervise, inspire and mentor the care team; approach each day with love and compassion; liaise with and support our families; and put their all into keeping our residents and community safe and healthy.

People who dedicate their professional life to this are characterised by their compassion, patience, sympathy for and empathy towards the people they serve. In our modern times, they also need to be highly knowledgeable and professional in their work. Nurses working at our nine rest homes undoubtedly demonstrate all of the above traits, and more.

Nursing is not a job, but a vocation. Working as an aged care Nurse is giving of yourself, heart and soul, working with others in a role that truly means something and makes a difference to the world, person by person and day by day. It is an important life pursuit.

On 12th May, we took the time to acknowledge all of the work our Nurses do throughout our homes, and say a genuine thank you.

To celebrate and show our gratitude, our homes held afternoon tea for our nurses and staff where they enjoyed a lovely cake and some home-cooked food and drinks. This was an opportunity to recognize our Nurses' unconditional services and letting them know that they are an integral part of our DCNZ team. It was their time, and also our chance to express our deep appreciation for all they do and are.

In addition, the directors and senior clinical team arranged a Zoom session to meet with the nurses and Level 4 RN support staff across all our homes to personally express their thanks and appreciation for all they do.

### **The history behind the 12th May Nurses Day celebration**

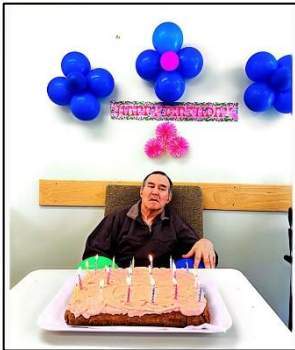
International Nurses Day is celebrated around the world every May 12th, the anniversary of Florence Nightingale's birth.

Florence Nightingale was a celebrated English social reformer, statistician, and founder of modern nursing. She became well known for taking care of the wounded soldiers during the Crimean War, dubbed "The Lady with the Lamp" because of her habit of making rounds at night.

On this day, we felt privileged to thank all our incredible "Ladies of the Lamp" right across the DCNZ homes: for the hard work, dedication and the invaluable role they play in the lives of our residents and their whānau, each and every day.

*Urmeem Rahman and Arrah Bagtang, Regional Clinical Managers*

# The importance of being different



*Birthdays are always special celebrations here at our home*

## Aged care sector update

We were pleased to get some additional Government funding to start to address the pay gap between Registered Nurses in aged care homes and nurses working in hospitals. However, there is still a significant difference and pay equity for our nurses has not yet been achieved.

We are still many nurses short across the aged care sector and we are doing everything we can to manage working towards recruiting, training and retaining new nurses to lead our clinical care teams. We have been fortunate to be able to recruit Caregivers who have been Registered Nurses overseas which has helped us to fill this skill shortage. Many of these Caregivers will be able to become Registered Nurses in New Zealand over time, and we are committed to supporting them through this process.

You will have seen a number of new staff starting over the first half of this year.

Following the Pay Equity Settlement of 2017, a fair pay agreement is also being negotiated with the goal of providing Caregivers with a pay increase. There is still some way to go in this process but we are hoping for an agreement to make Caregiving a fairly-paid career path.

As this is an election year these issues will be under more scrutiny than usual. We are hoping for good outcomes.

Several times a year I facilitate sessions with our staff about cultural awareness and respecting diversity. Much time is spent discussing Māori and Pacific Island culture, as well as staff sharing information about their own culture. I am always struck by how people become more animated and alive when talking about their own culture. I shouldn't be surprised of course, because our culture is at the very core of our being. I encourage staff in these sessions to remind themselves how proud they are of their own culture when they meet a resident or colleague from a different culture.

Despite this pride in our individuality, some of us spend our time trying to 'fit in', trying to be the same as others, perhaps from a fear of being ridiculed. When I was young, which is a long time ago I agree, it was extremely important NOT to fit in, but to be as different as possible. It was common for the clothes, hairstyles and behaviour to be as unique as we could make them. Thinking about this and the sessions I help run has led me to wonder about the importance of difference.

Human beings need to accept and respect the differences in others. This is particularly important when providing care for our residents, whose differences become more apparent as they are living in a communal setting. Accepting our own differences is an important part of this process, as accepting ourselves is a way of learning to accept others. And as we all know, loving ourselves (which can sometimes be the hardest thing of all) is a vital step in truly loving other people.

We live in a world where on one hand differences in gender, sexuality and culture are celebrated and encouraged, but on the other hand war and conflicts based on cultural differences are common events. Isn't being different from each other what makes life so interesting? For us all to be the same gender, height, colour, age and culture would be dull beyond belief.

It's interesting to consider why humankind seems to have such an innately negative view of differences. We feel suspicious of difference. We are often threatened by difference.

This can be true of the behaviour of some of our residents who have dementia. Sometimes the actions of our residents may seem 'different', unexpected or irrational. Yet if we look more deeply into the reasons underlying the behaviour in the mind of the resident and seek to understand why it is happening, this can result in an 'aha' moment of real connection.

This is at the core of our foundation 'Best Friends Approach to Care' training. This teaches us to look not for the ways in which we differ from one another, but the ways in which we are the same. Once we feel that sense of shared humanity, it sets us free to celebrate the differences in culture, appearance, attitudes and behaviour that make each one of us so unique and precious.

*Simon Hamley, Education Coordinator*